WAYNE REAVES COMPUTER SYSTEMS

User Manual

Windows Car Program

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Web: http://www.waynereaves.com

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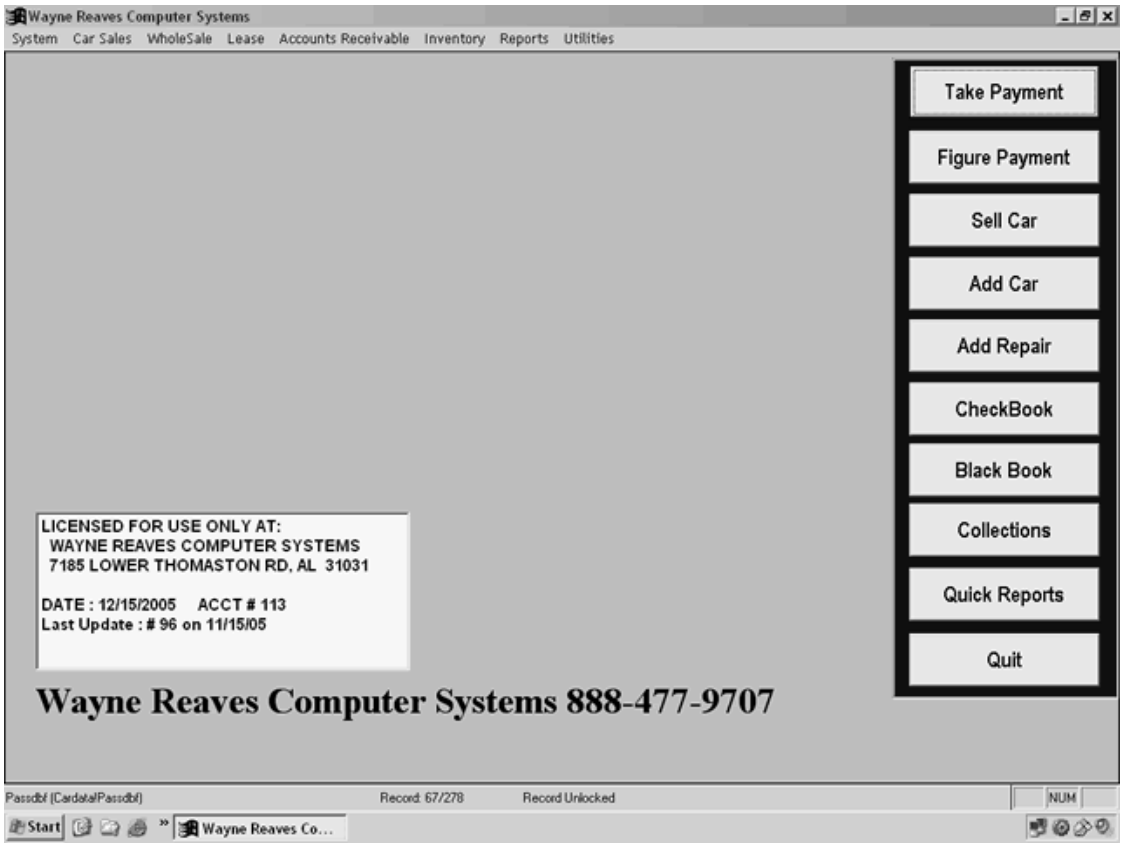


Main Screen of Wayne Reaves Windows Car Program

Accounts Receivable

Accounts to Sell	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts,** then choose 6 **Accounts to Sell Report.**
Add / Edit Side Note	On the **Accounts Receivable Menu** choose 1 **Post Payments**, enter security code. Find customer file and choose 9 **Add/ Ed Side Note** from the Pick Action Menu.
Add Old Customers to Computer	On the **Accounts Receivable Menu** choose D **Add old Car Customers to Computer.**
Adjusting Customer Balance	On the **Utilities Menu** choose 6 **Special Utilities** then choose 1 **Adjust Customer Balance.** Also found in Pick Action Menu when looking at customer's account screen.
Cancel Insurance	On the **Accounts Receivable Menu** choose C **Enter Canceled Insurance**.
Cash Forecast	On the **Accounts Receivable Menu** choose 4 **Payments Due Today**. Enter security code, and select dates and A/R types.
Cash Forecasting Report	On the **Accounts Receivable Menu** choose A **Payments Due Today**. Enter security code and select dates and A/R types.
Change A Payment Due Date	On the **Accounts Receivable Menu** choose 1 **Post Payments**. Enter security code and find customer. From the **Pick Action Menu** choose 1 **Take Payments**, type 0 for the payment amount ENTER change due date; then save receipt.
Change an Account Number	On the **Utilities Menu** choose 6 **Special Utilities,** then 6 **Change an Account Number.** Select the account number you wish to change.

Change Financial Data	On the **Utilities Menu** choose 6 **Special Utilities,** then A **Change Financial Data on a Deal.**
Check credit report for customer	On the **Car Sales Menu** choose 1 **Sell A Car.** Enter the customer information and press the PG↓ key. Choose **Credit Bureau** button at the bottom of screen.
Contacting Past Due Customer	On the **Accounts Receivable Menu** choose 6 **Print Individual Past Due Letters.**
Credit Customers Account	On the **Utilities Menu** choose 6 **Special Utilities** then choose 1 **Adjust Customer Balances.**
Delete A Deposit	On the Car Sales Menu choose 7 Deposit System.
Delete A Payment	On the **Accounts Receivable Menu** choose 3 Adjust Payment ledger.
Delete Customers Account	On the **Utilities Menu** choose 6 **Special Utilities** then choose 8 **Delete customer with** audit trail or 9 **Delete customer without an audit trail.**
Delete Payments	On the **Accounts Receivable Menu** choose 3 **Adjust Payment Ledger.**
Editing Customer Information	On the **Accounts Receivable Menu select** 2 **Edit Accounts.**
Insurance policy, updating	On the **Accounts Receivable Menu** choose 2 **edit customer information,** select customer and TAB down to **Insurance Company** field then hold down the CTRL key and Space.
List Customers by Name	On the **Accounts Receivable Menu** choose 4 **List Customers** then choose option 1 **By Name** or 2 **By** [account] **Number** from the sub-menu.

Locate Customer	On the **System Menu** choose **Locate Customer.**
Net Payoff	Click **Take payment** hot key on right edge of the screen. Enter security code, pull up customer and choose **Net Payoff.**
10 day letter – Print	On the **Accounts Receivable Menu** choose then **Repossession Letters.** Input repossession details and print the letter that you need (10 day/ 20 day/ release / etc.).
Collections for Leased Cars – Print	On the **Accounts Receivable Menu** and choose **Lease Collections.**
Collections List – Print	On the **Accounts Receivable Menu** choose **Work Collections For Car Lot.** Input specifications & account type range, choose default action & go into work screen.
Payment History - Print	Use the **Take Payments** hot key; enter security code, pull up customer screen and choose **Print Payment History.**
Payment Schedule - Print	Use the **Take Payments** hot key; enter security code, pull up customer screen. Select **Other Features** on the **Pick Action Menu.** Choose **Payment Schedule** to print.
Payment Book – Print	On the **Car Sales Menu** choose **Reload Old Deal to Print Forms.** Select customer and to the **Print Forms Screen.** For Plain Paper, choose **Payment Coupons** from forms list. For Okidata, choose **Payment Book** option on forms list.
Receipt - Reprint	Use the **Take Payments** hot key, enter security code, pull up customer, choose **View Transactions/Reprint Receipt.**
Repair Disclaimer - Print	Use the **Take payment** hot key, enter security code, pull up customer, choose **Other Features** then **Repair Disclaimer.**
Take A Payment	Choose the **Take Payment** hot key, enter security code, select customer, and choose **Post Payments .**

Take payment for side note	Choose the **Take Payment** hot key, enter security code, select customer, and choose 7 **Pay Side Note.**
Transferring single customer to different A/R Type	On the **Utilities** menu choose 6 **Special Utilities** then 3 **Transfer Single Customer To Different A/R Type**).

Buying and Selling Accounts

Accounts to Sell	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.**
Purchase outside notes	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts**; choose 4 **Purchase Outside Notes Into In-house Finance Company.**
Reverse sale of account	On the **Utilities Menu choose** 6 **Special Utilities** then choose 2 **Reverse Sale of Account.**
Sell customer's account to in-house finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.** Choose 1 **Sell Account To In-house Finance Company.**
Sell customer's account to outside finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.** Choose number 2 **Sell Account To Outside Finance Company.**
Sell Finance Company note to an outside finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts**, then 3 **Sell Accounts Receivable to outside Finance Company.**

Notes:

Inventory

Add a Car to Inventory	On the **Inventory Menu**, choose 1 **Add New Vehicle to Inventory**. OR Use **Add Car** hot key at right edge of main screen.
Add a new make / model	On the **Inventory Menu** choose 7 **Add / Edit Make & Models.** Choose Insert key on keyboard to add Make & Model.
Add repairs to vehicle (after sale)	On the **Inventory Menu**, choose 4 **Add Repair to Vehicle.** Use the **Add Repair** hot key at the right edge of main screen. *Make sure that you choose to "list sold cars" when finding vehicle that has already been sold.*
Add repairs to vehicle (before sale)	On the **Inventory Menu**, choose 4 **Add Repair to Vehicle.** Use the **Add Repair** hot key at right edge of main screen.
Buyer's Guide, printing	On the **Inventory Menu** choose A **Print Buyer's Guide**
Delete Inventory	On the **Inventory Menu** choose 6 **Delete vehicle from inventory**.
Floor Plan listing	On the **Reports Menu** choose 2 **Inventory Reports** then 4 **Floor Plan Listing**.
Look at Inventory	On the **Inventory Menu** choose 2 **View/Edit Inventory – Quick** or 3 **View/Edit Inventory – Browse**. Option 2 shows all models grouped under each chosen make; option 3 gives you all cars listed by Make and Model on one screen.
Print Buyer's Guide	On the **Inventory Menu** choose A **Print Buyer's Guide.**
Print Inventory	On the **Reports Menu** choose 2 **Inventory Reports** and select 1 **Master Inventory Report**.

Notes:

Reports & Forms Printing

Accounts to Sell Report	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts** then choose 6 **Accounts to Sell Report.**
Agreement to Provide Insurance	When selling a car (or reloading an old sale), go to the **Print Forms Screen** and choose **Agreement to Provide Insurance.**
Bill of Sale	When selling a car (or reloading an old sale), go to the **Print Forms Screen** and choose **Bill of Sale.**
Cancelled / Expired Insurance	On the **Reports Menu** choose 3 Accounts Receivable Reports. Choose the letter I **Cancelled / Expired Insurance.**
Cars Purchase Report	On the **Reports Menu** choose 2 **Inventory Reports** then 8 **Cars Purchased.**
Cash Forecasting Report	On the **Accounts Receivable Menu** choose 9 **Payments Due Today.** Enter security code. Enter date range and include multiple payments? 'YES'.
Cash Sheet Adjustment Report	On the **Reports Menu** choose 4 **Cash Sheet\Transaction Reports** then choose 2 **Adjustment Report.**
Cash Sheet Report	On the **Reports Menu** choose 4 **Cash Sheet \ Transaction Reports** then choose 1 **Cash Sheet.**
Collector's Report	On the **Reports Menu** choose 3 Accounts Receivable Reports then select A **Collectors Report.**
Credit Application	On the **Car Sales Menu** choose 1 **Sell A Car...** On the second screen (already have screens 1 and 2 filled in) choose **Print Credit App** at the bottom of the screen.
Customer Summary	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 1 **Customer Summary.**

Floor Plan Listing	On the **Reports Menu** choose 2 **Inventory Reports.** Choose 4 **Floor Plan Listing.**
Inventory Report, Master	On the **Reports Menu** choose 2 **Inventory Reports** then choose 1 **Print Master Inventory Report.**
Inventory Report, Salesman	On the **Reports Menu** choose 2 **Inventory Reports** then choose 2 **Salesman's Inventory Report.**
Late List	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 3 **Late List – Money Late List.**
Money Collected Analysis	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 2 **Profit on Money Collected.**
Open Pending Sales Report	On the **Reports Menu** choose 1 **Sales Reports** then choose 8 **Open Pending Sales Reports.**
Possible Damage Disclosure	When selling a car (or reloading pending / old sale), go to the **Print Forms Screen** and choose **Possible Damage Disclosure.**
Privacy Disclosure Forms	On the **Car Sales Menu** choose 7 **Privacy Disclosure.**
Repair Costs	On the **Reports Menu** choose 2 **Inventory Reports** and 3 **Repair Cost.**
Repair Disclaimer	On the **Accounts Receivable Menu** choose 1 **Post Payment.** After pulling up customer, select A **Other Features** and choose 3 **Repair Disclaimer.**
Repossession Agreement	When selling a car, go to the **Print Forms Screen.** Choose **Repossession Agreement.**

Repossession Report, standard	On the **Reports Menu** choose 3 **Accounts Receivable** then choose 5 **Standard Repossession Report.**
Repossession Report, Write-off	On the **Reports Menu** choose 3 **Accounts Receivable** then choose 6 **Write-off Repossession Report.**
Sales Contract	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen** and choose 1 **Contract.** *Please note, the lien holder (selected on the previous screen) determines the contract that prints. If it is a BHPH deal, you will load the one that Wayne Reaves has provided. If multiple-part contracts are used, these must print to your dot matrix forms printer as defined in your Printer Settings screen.*
Sales Report – Standard	On the **Reports Menu** choose 1 **Sales Reports** then choose 1 **Standard Sales Report.**
Sales Tax Report (Accrual Method)	On the **Reports Menu** choose 5 **Tax Reports** then choose 2 **Accrual Method.**
Sales Tax Report (Cash Method)	On the **Reports Menu** choose 5 **Tax Reports** then choose 1 **Cash Method.**
Salvage Title Disclaimer	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Choose **Salvage Title Disclaimer.**
Side Notes Report	On the **Reports Menu** choose 3 **Accounts Receivable Report** then choose F **Side Notes Report.**
Summary of Sales Activity	On the **Reports Menu** choose 1 **Sales Reports** and 4 **Summarize Sales Activity.**
Title Reassign-ment Form	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Select **Title Reassignment Form.** (Georgia Only)
Trade-In Odometer Disclosure	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Select **Trade-In Odometer Disclosure** from the list.

Sales

Buy Here Pay Here Lease Quote	On the **Lease** menu 4 **BHPH Quick Quote.**
Cancel A Car Sale	On the **Utilities Menu** choose 6 **Special Utilities** then choose 8 **Delete or Cancel Sale, Lease, or Note Purchase, etc.**
Credit Application, printing	On the **Car Sales Menu** choose 1 **Sell A Car...** On the second screen (already have screens 1 and 2 filled in) choose **Print Credit App** at the bottom of the screen.
Credit Check	On the **Car Sales Menu** choose 1 **Sell A Car.** Fill in the first screen, and after printing the credit application on the second page (and getting it signed), click on **Call Credit Bureau.**
Change Financial information on a deal	You should call tech support before doing this procedure. We need to help you decide on a case-by-case basis if what you are trying to do will give you the outcome you desire. Changing the finance information could result in the interest charge being different than what is on the signed contract.
Delete a pending sale	On the **Car Sales Menu** choose 4 **Reload Pending Sale.** Highlight the customer that needs to be deleted and press the DEL Key. (*delete key*)
Delete a Wholesale	On the **Wholesale Menu** choose 3 **Change / Delete a Deal.**
Deposits, receiving	On the **Car Sales Menu** choose 6 **Deposit System.** If this is a new deposit, press the insert key to begin inputting new receipt.
Deposits, removing	On the **Car Sales Menu** choose 6 **Deposit System.** Press the DEL key to delete a deposit. (*delete key*)
Edit a Wholesale	On the **WholeSale Menu** choose 3 **Change / Delete Deal.**
Figure Payment	Click on the **Figure Payment** hot key on the right edge of the main screen.

Lease A Car	On the **Lease Menu** choose 1 **Lease A Car.**
Lien Holders, setting up	On the **Utilities Menu** choose 8 **Forms Maintenance.** Highlight ***Alternate Finance Forms*** and select the company name from the list of names on the right pane. If you do not see the company you need, call tech support. Often several companies will use the same contract. Once you have found the company, click on **Modify Selected Form.** Then **CREATE DUPLICATE** & make note of form number. Then modify with lien holder information by changing form name & company name, address, etc. as provided.
Reload a Pending Sale	On the **Car Sales Menu** choose 4 **Reload Pending Sale.**
Reprint Forms on Sold Cars	On the **Car Sales Menu** choose 5 **Reload Old Deal to Print Forms.** Select the customer that you want to reprint and press the PG↓ key until you get to the **Print Forms Screen.** Reprint form(s) as necessary.
Reverse A Payoff	On the **Utilities Menu** choose 6 **Special Utilities** then choose 5 **Reverse Payoff / Payout.**
Sell A Car	Use the **Sell Car** Hot Key on the right edge of main screen.

Notes:

Setup / Change Program

When changing company information, call Technical Support (888-477-9707) and we will help you change these protected fields while keeping our records updated at the same time.

Add 4 digit security code	On the **Utilities Menu** choose 3 **Passwords and Security Codes** then choose 3 **Maintain 4 Digit Codes**.
Backing up data and files	On the **System Menu** choose A **Backup data and files.**
Change master password	On the **Utilities Menu** choose 3 **passwords and security codes**. Choose 1 **Change Master Password**. Then type in current password first, then input new password. ESC & Save changes.
Lien Holders, setting up	On the **Utilities Menu** choose 8 **Forms Maintenance**. Enter your password and select **Alternate Finance Forms. Find form program to match blank contract.** ENTER on **"Modify"** button. THEN click on **Create Duplicate** button and fill in the correct lien holder information. ESC & Save changes.
Restoring Data and Files	This operation is separate from the main program. You can call technical support & we will help you restore your files, or you can go to the **Run** command on the **Start** button in Windows and type in **c:\vcars\restore.exe** – click OK. Then the restore program will load.
Setup Commission Module	On the **Utilities Menu** choose 6 **Special Utilities** then choose C **Setup Commission Module**.
Setup Credit Bureau	On the **Utilities Menu** choose B **Credit Bureau Setup**.

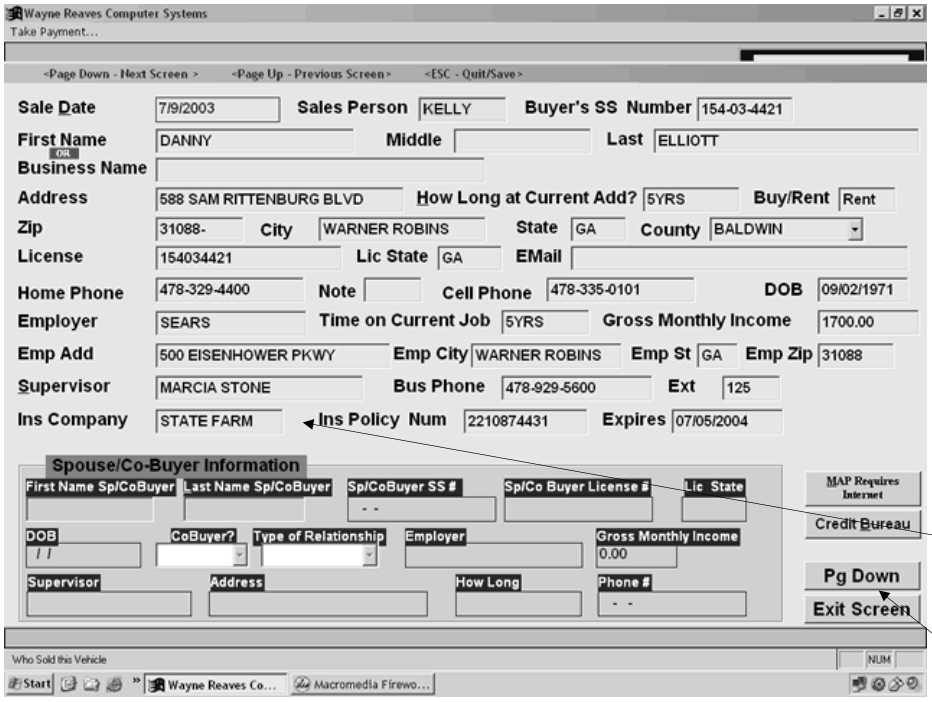
Performing Basic Program Functions

Selling a Car

Press the **Sell Car** hot key on the right side of the screen. The **Car Sales** screen will appear. This screen is the first of five screens. You can get to the subsequent screens by pressing the PG↓ key on the keyboard or clicking on the **Page Down** button at the bottom right of the screen.

Page 1 – Personal Information

The first page is personal information. Most of this information should be completed even for cash sales. All should be completed for finance sales.


Wayne Reaves Computer Systems
Take Payment...
<Page Down - Next Screen > <Page Up - Previous Screen> <ESC - Quit/Save>
Sale Date 7/9/2003 Sales Person KELLY Buyer's SS Number 154-03-4421
First Name DANNY Middle Last ELLIOTT
OR
Business Name
Address 588 SAM RITTENBURG BLVD How Long at Current Add? 5YRS Buy/Rent Rent
Zip 31088- City WARNER ROBINS State GA County BALDWIN
License 154034421 Lic State GA EMail
Home Phone 478-329-4400 Note Cell Phone 478-335-0101 DOB 09/02/1971
Employer SEARS Time on Current Job 5YRS Gross Monthly Income 1700.00
Emp Add 500 EISENHOWER PKWY Emp City WARNER ROBINS Emp St GA Emp Zip 31088
Supervisor MARCIA STONE Bus Phone 478-929-5600 Ext 125
Ins Company STATE FARM Ins Policy Num 2210874431 Expires 07/05/2004
Spouse/Co-Buyer Information
First Name Sp/CoBuyer
Last Name Sp/CoBuyer
Sp/CoBuyer SS #
Sp/Co Buyer License #
Lic State
DOB
CoBuyer?
Type of Relationship
Employer
Gross Monthly Income
0.00
Supervisor
Address
How Long
Phone #
MAP Requires Internet
Credit Bureau
Pg Down
Exit Screen
Who Sold this Vehicle
NUM
Start
Wayne Reaves Co...
Macromedia Firewo...

To enter all insurance information, press the **ctrl + spacebar** keys on the keyboard. You will get insurance information screen.

Click here to get to the next page

Page 2 – Credit Application

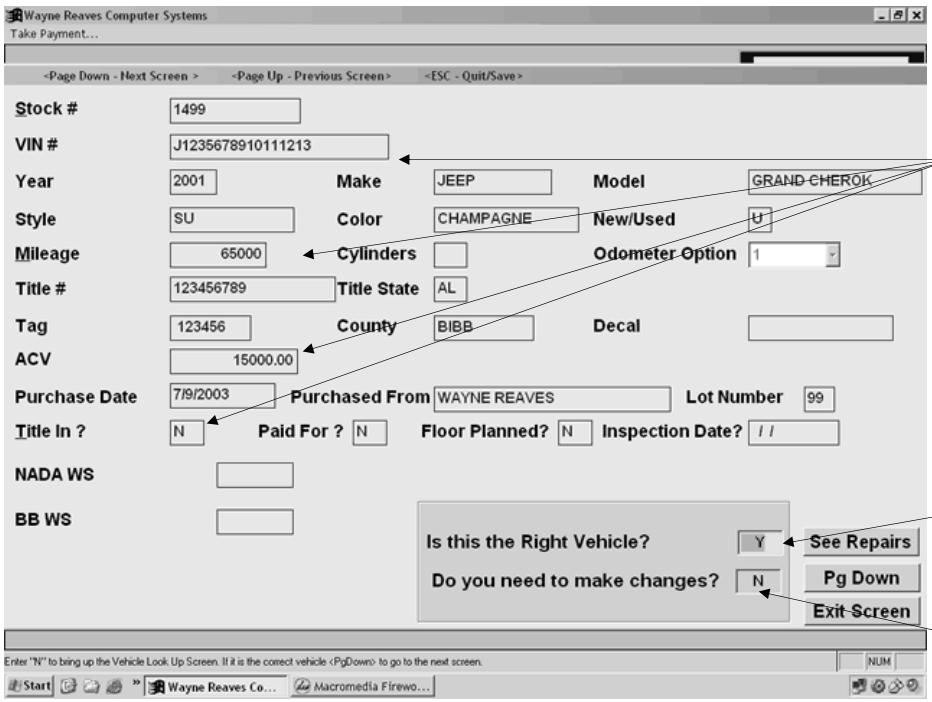
The second page contains information that is more relevant to collecting accounts. The more information you put in this page now will make it easier for you to find your customer when they need reminding to make timely payments on their account (on financed deals). There are a few important buttons at the bottom of this page.

- The **Print Credit Application** button, located at the bottom of the screen, prints a completed credit application that must be signed by the customer. You should keep this application on file **even if you do not sell the vehicle** to the person.

- Once you have the credit application signed, you may click on **Call Credit Bureau** button. You should read the section about **CREDCO** later in the documentation to determine the best way to setup your system.
- The **Privacy Statement** button prints the initial privacy statement form. Any person who gives you personal information must sign the privacy statement & the form must be kept on file.

Page 3 – Inventory Screen

This screen helps you select the vehicle that you want to sell to the customer. The first part can be a little tricky. The first item that is displayed is **Enter Number**. This selection allows you to choose whether to locate your vehicle by Make & Model, stock number, last 4 digits of VIN, or add new car. Choosing make & model is usually the easiest option. Instead of choosing number one, you scroll down to the make of the vehicle that you are selling and press **Enter**. Next, all of the models will be displayed. Pick the correct model for this deal and press **Enter**. You will then be at the inventory screen.



Be sure to re-check some very important numbers:
VIN
Mileage
ACV
Title In?

Change this to **N** to select a different vehicle

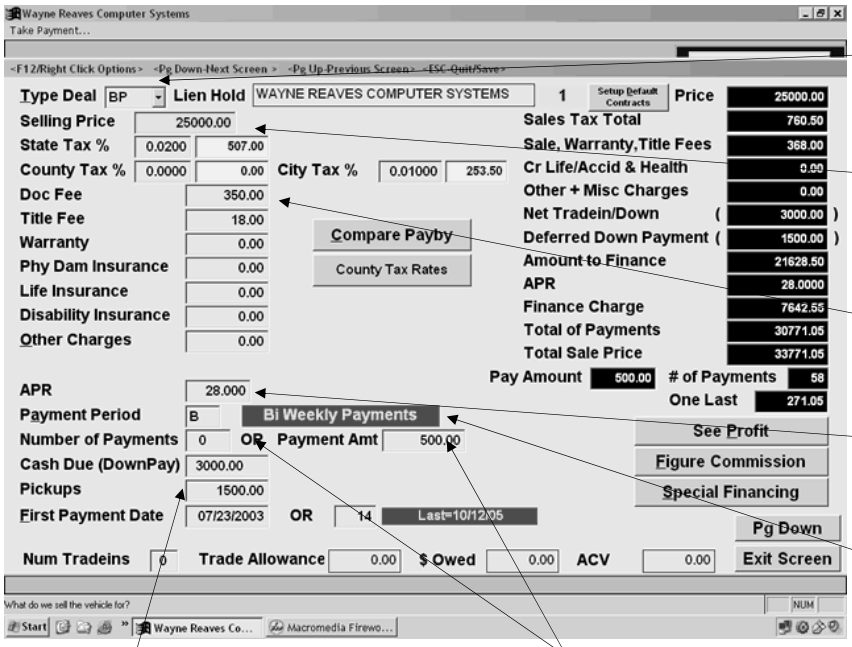
Change this to **Y** to make changes to the vehicle

Page 4 – Finance Screen

Because there are so many different types of deals, the finance screen has many options. Although we will not cover each option, we will look at a Buy-Here Pay-Here deal and a Cash Sale. Keep in mind that your trainer from Wayne Reaves will spend a great deal of time telling you how to work this screen in particular.

Customer wants you to finance the car (BHPH)

The buy-here pay-here sale is one of the easiest because you are controlling all of the numbers. Even if you do not do buy-here pay-here, you should look at this section.



The BP type of deal means the customer owes you the amount to finance.

Price of car before any ads

Fees:
Doc – Cost of doing business.
Title – Amount state allows you to charge for tag and title.

Rate of interest you are charging customer

Customers can pay you: Monthly, weekly, semi-monthly, or bi-weekly

Cash down is cash actually received.
Pick-up payments are down payment that will be paid shortly.
First Payment Date is date of first regular payment. Changing this amount changes the interest rate.

You can tell the computer the number of the payments **or** the amount of the payment.

Once you have put the numbers into place, you can look at the right side of the screen and see the results. On the above deal, you can see the payment amount came out to **$500.00**, and the customer left your office owing you **$30771.05**. The finance screen is very important in relation to the contract you are building. You should always check your numbers to make sure that the contract is correct, as both parties want it.

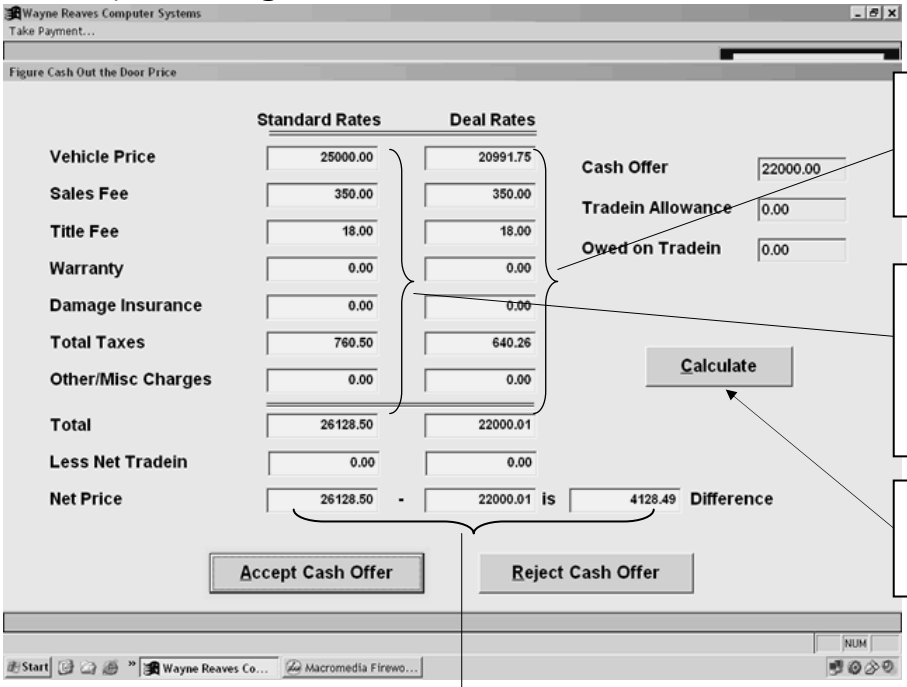
Notes:

Cash Sale

The cash sale is very basic. You simply change the type of deal to **C or CL.** The regular **C** type is for a cash sale where the customer is walking in the door with a personal check in hand.

The **CL** type is for the cash sale that involves a local bank. The customer deals with their local bank, and they are approved for a loan. The bank simply wants you to put them in as the lien holder.

For example, the customer walks in with a check from the bank for **$12,000**. You have asked for **$12,000** + tax, tag, and title. By **right clicking** on the screen, you will get a menu that offers many shortcuts. You may choose number 3 (**Out the Door Price**). You will get the results shown below.



Deal rates – These are the numbers that are a result of the **cash offer.**

Standard Rates – These are the numbers that you were originally asking for the vehicle.

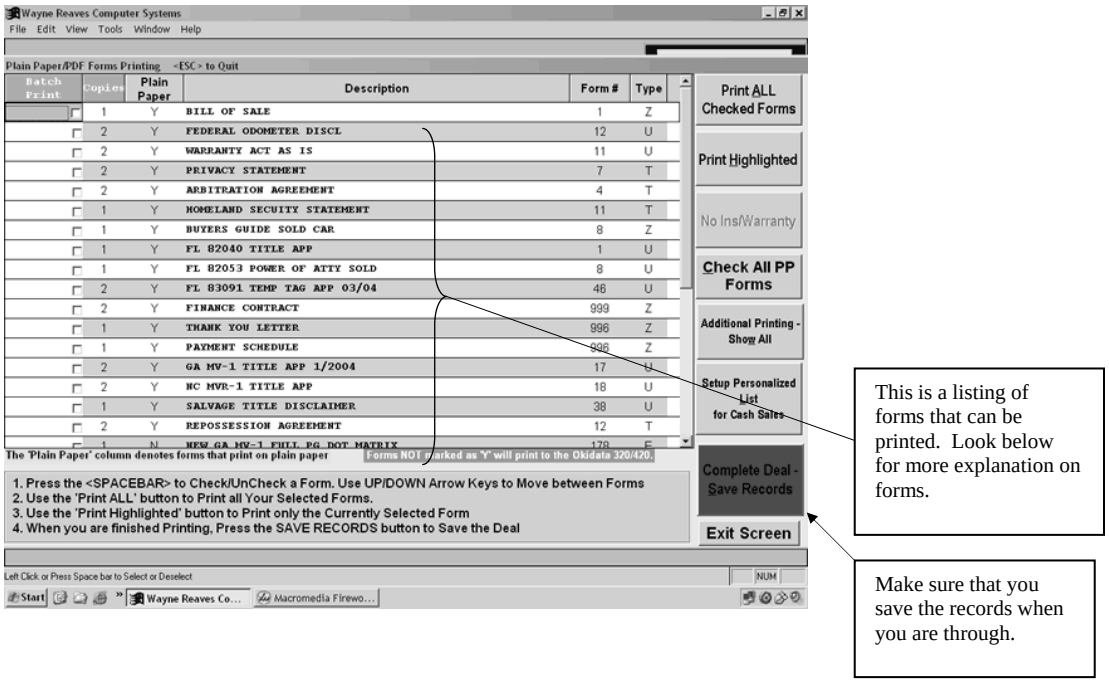
Click here to calculate the difference.

Once completed, you can choose to either accept the offer or reject the offer.

Notes:

Print Forms Screen

This screen contains all of the necessary forms that need to be printed. We will point at some important forms to make sure that you get printed and some final things to look at before closing the deal.


Wayne Reaves Computer Systems
File Edit View Tools Window Help
Plain Paper/PDF Forms Printing <ESC> to Quit
Batch Print
Copies
Plain Paper
Description
Form #
Type
BILL OF SALE 1 Z
FEDERAL ODOMETER DISCL 12 U
WARRANTY ACT AS IS 11 U
PRIVACY STATEMENT 7 T
ARBITRATION AGREEMENT 4 T
HOMELAND SECUITY STATEMENT 11 T
BUYERS GUIDE SOLD CAR 8 Z
FL 82040 TITLE APP 1 U
FL 82053 POWER OF ATTY SOLD 8 U
FL 83091 TEMP TAG APP 03/04 46 U
FINANCE CONTRACT 999 Z
THANK YOU LETTER 996 Z
PAYMENT SCHEDULE 996 Z
GA MV-1 TITLE APP 1/2004 17 U
NC MVR-1 TITLE APP 18 U
SALVAGE TITLE DISCLAIMER 38 U
REPOSSESSION AGREEMENT 12 T
NEW GA MV-1 FULL PG DOT MATRIX 178 F
The 'Plain Paper' column denotes forms that print on plain paper
Forms NOT marked as 'Y' will print to the Okidata 320/420.
1. Press the <SPACEBAR> to Check/UnCheck a Form. Use UP/DOWN Arrow Keys to Move between Forms
2. Use the 'Print ALL' button to Print all Your Selected Forms.
3. Use the 'Print Highlighted' button to Print only the Currently Selected Form
4. When you are finished Printing, Press the SAVE RECORDS button to Save the Deal
Print ALL Checked Forms
Print Highlighted
No Ins/Warranty
Check All PP Forms
Additional Printing - Show All
Setup Personalized List for Cash Sales
Complete Deal - Save Records
Exit Screen
Left Click or Press Space bar to Select or Deselect
NUM
Start
Wayne Reaves Co...
Macromedia Firewo...

This is a listing of forms that can be printed. Look below for more explanation on forms.

Make sure that you save the records when you are through.

Special Section on Plain Paper Forms

The plain paper forms button is located just below the account number on the print forms screen. Once you have clicked on this button, a green-bar grid will appear with all of the forms listed and check boxes to the left. You may choose to print a single form, or you may choose to print all selected forms. In order to select a form, click on the check box in the Batch Print column.

You may also choose to setup a personalized list for each type of deal. For instance, if you are selling a cash sale, you will see a button at the bottom right that reads "Setup Personalized List for Cash Sales." If you click on that button you will be taken to a default selection screen where you can choose only the forms that you wish to show on a cash sale. You could select Bill of Sale, Buyer's Guide, etc; however, you would not want to select a **Finance Contract**. The next time you sold a cash sale, only the custom forms would show in the list. *This usually helps cut down on the confusion of showing a list of 25 forms, when you really only need to see about 10.*

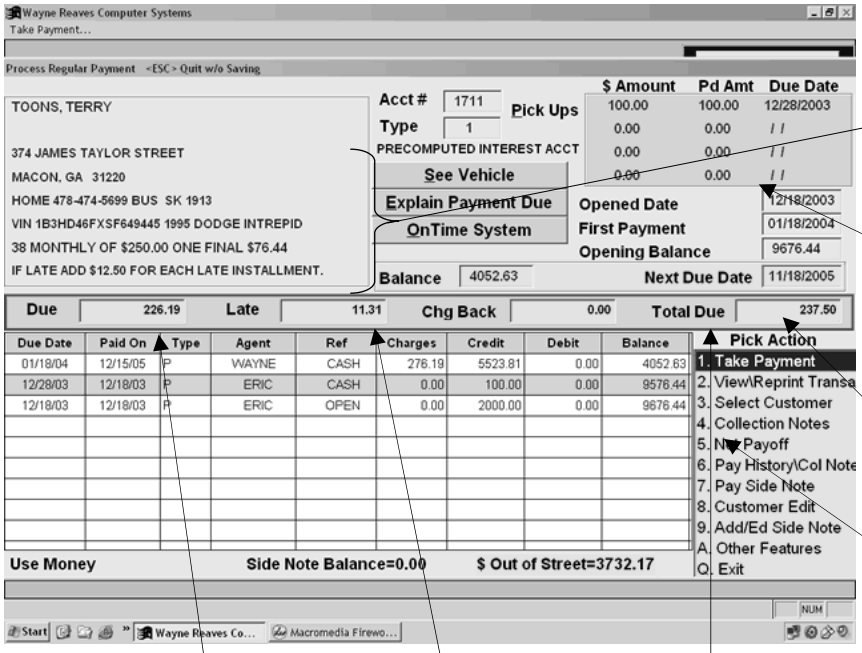
You will setup the custom list of forms for every type of deal that you sell, Cash, Buy-Here Pay-Here, Outside, etc. However, you do not have to use the custom feature. You may just choose to show all forms on every deal.

One item to watch out for is forms that may require you to print on the front and the back of the same piece of paper, like the Buyer's Guide and some of the

Title Applications. For those forms, you will get a screen prompting you to "take the last printed page and place it back in the tray in the appropriate manner."

Taking Payments

Click on the "Take Payments" hot key at the bottom of the screen. You will be taken to a screen that has customers on the bottom of the screen and a place to type in the customer's name or account number at the top of the screen. If the account has been paid out, you must type the customer's account number in the box to get the account. If the account is still active, you can type the name or account number. (The deal type that is located in the middle of the grid represents the type of deal (**R**etail, **L**ease, or **W**holesale). Once you select the customer, you will get the payment screen.



This is the customer's personal information. You can view more information by clicking on the Customer edit option on the **Pick Action** menu.

This is the Pickup Payment information. It gives you the original amount of the pickup payments, the amount that has been paid, and the Due Date of the payments.

Next Due Date of the customer.

Clicking here gives you a net payoff.

This is the amount that the customer should pay you today.

This is the amount of the late charges that the customer owes.

This is the total amount that the customer should pay today.

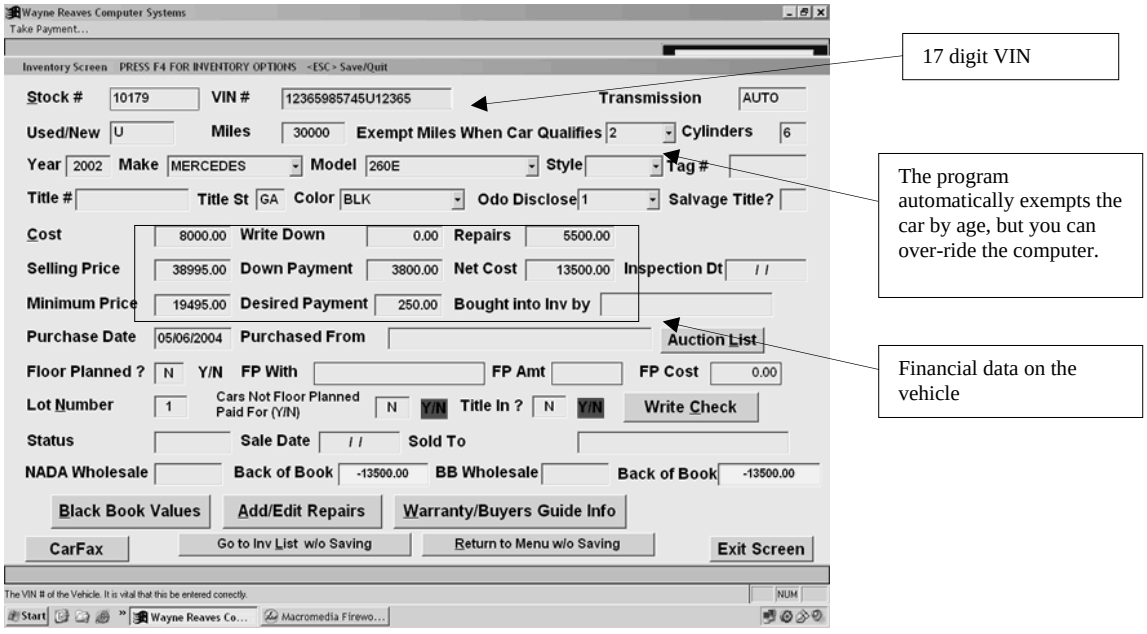
Clicking on the options on the right performs different functions. Here is a look at some of the most common.

1. **Take Payment** allows you to receive money against the customer's account. Once you enter this screen, you can allocate money to pickup payments, late charges, etc.
2. **View Transactions** allows you to view all of the customer's payments and reprint a receipt for one of the payments.
3. **Selecting a different customer** takes you back to the lookup screen.
4. **Collection notes** allows you to make notes and read past notes that have been made on the customer's account.

5. **Net Payoff** gives you the net payoff of the account and allows you to post that amount.
6. **Payment history and collection notes** allows you to view or print the payment history of the customer and examine any notes that have been made on the customer.
7. **Pay side note** gives you the option of allowing the customer to pay on a side note. Side notes can be created for repairs or other miscellaneous charges. They are not the same as pickup payments.
8. **Customer edit** gives you the option to edit any of the personal information on the customer. This option displays the first two pages of the car sale screen.
9. **Add / Edit side note** is related to number 7. You can use this option to add any side notes.

Adding Cars to Inventory

One of the first things that you need to do is add all of your cars to inventory. You should also add cars to inventory immediately upon purchasing them. Not only will it keep your records up to date so that you can sell the car immediately, but it will also print out the Buyer's Guide so that you can place the Guide in the window of the vehicles and avoid heavy fines.


Wayne Reaves Computer Systems
Take Payment...
Inventory Screen PRESS F4 FOR INVENTORY OPTIONS <ESC> Save/Quit
Stock # 10179 VIN # 12365985745U12365 Transmission AUTO
Used/New U Miles 30000 Exempt Miles When Car Qualifies 2 Cylinders 6
Year 2002 Make MERCEDES Model 260E Style Tag #
Title # Title St GA Color BLK Odo Disclose 1 Salvage Title?
Cost 8000.00 Write Down 0.00 Repairs 5500.00
Selling Price 38995.00 Down Payment 3800.00 Net Cost 13500.00 Inspection Dt / /
Minimum Price 19495.00 Desired Payment 250.00 Bought into Inv by
Purchase Date 05/06/2004 Purchased From Auction List
Floor Planned ? N Y/N FP With FP Amt FP Cost 0.00
Lot Number 1 Cars Not Floor Planned Paid For (Y/N) N Y/N Title In ? N Y/N Write Check
Status Sale Date / / Sold To
NADA Wholesale Back of Book -13500.00 BB Wholesale Back of Book -13500.00
Black Book Values Add/Edit Repairs Warranty/Buyers Guide Info
CarFax Go to Inv List w/o Saving Return to Menu w/o Saving Exit Screen
The VIN # of the Vehicle. It is vital that this be entered correctly.
NUM
Start Wayne Reaves Co... Macromedia Firewo...
17 digit VIN
The program automatically exempts the car by age, but you can over-ride the computer.
Financial data on the vehicle

Once you have added all of the information on the inventory screen, press the **ESC** key on the keyboard. You will then be asked what forms you would like to print.

- Front of Buyer's Guide – This option will print the front of the Buyer's Guide for the vehicle that you have just entered into inventory.
- Back of Buyer's Guide – This option will print the back of the Buyer's Guide for the vehicle that you have just entered into inventory.
- Optional Equipment List – This option will print a form used to tell prospective customers about the options and features on a vehicle.

- Bill of Sale – This option prints a Bill of Sale to your company from whom the vehicle was purchased.
- Consignment Agreement – This option prints a consignment agreement between your company and the person who owns the vehicle. This option is only used when you do not own the vehicle.

Once you have finished printing all of the forms, choose quit printing and you will be returned to the menu.

Black Book

Black Book is integrated into the Wayne Reaves System if you have a subscription to Black Book. If you would like to download the demo from our website, you can go to www.waynereaves.com and click on Black Book Demo Data.
The program works from the VIN that you enter into the Wayne Reaves program. After entering the information on the screen, you can click on the Black Book button at the bottom of the screen. Once you see the Black Book screen, you can choose the options that the vehicle has as well as see the wholesale, retail, and trade-in values. You an also see the residual values for up to 60 months. In addition, every week, Wayne Reaves goes into the Black Book values and updates the values. This will only work as long as you keep your subscription to Black Book active.

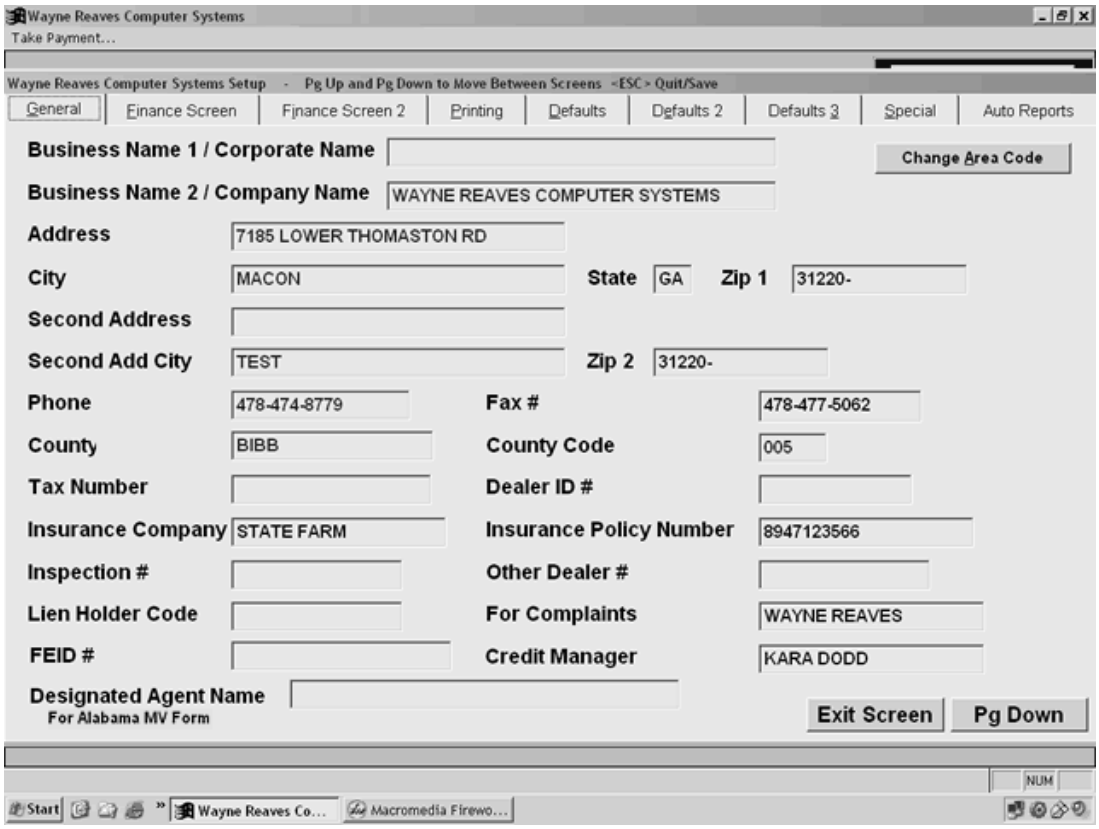
Setting Up Company Information

Although your Wayne Reaves trainer will spend a great deal of time setting up the company information, we will show you a little of what to expect in this section. You can get to this screen by clicking on the **Utilities Menu** then choose **Company Information** and then choose **Car Company Setup** on the sub-menu. There are 9 pages on this screen. You can select the different pages by clicking on the tabs at the top of this screen.

Notes:

General Information

The general information screen is pretty self-explanatory; however, there are some fields that you must pay particular attention.

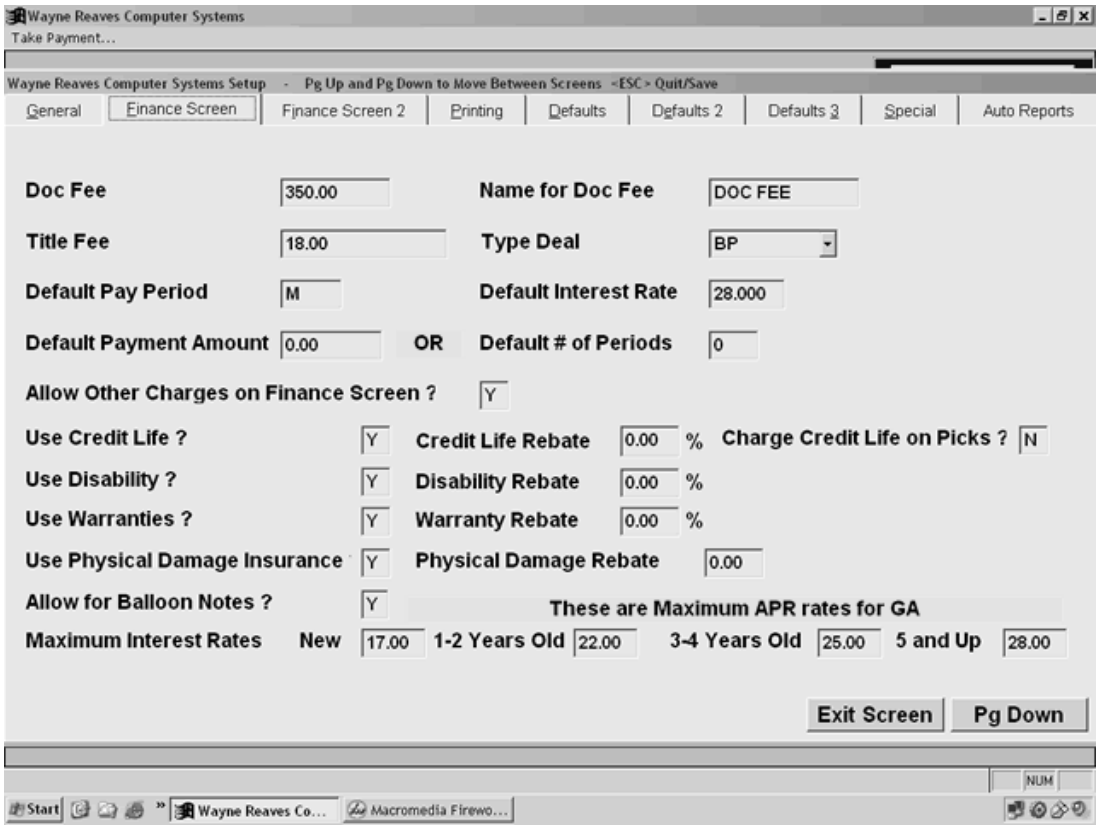


- **For complaints** must be filled in with someone's name that has authority at the office. The customer must be able to get in contact with that person, and that person must be able to make managerial decisions. This name will print on the back of the Buyer's Guide.
- **Credit Manager** is the name of the person who you want the customer to call in and ask for if they have a question about their account. This name will be printed on a variety of collection letters and general letters to customers.
- **Designated Agent Name** is a number that the state of AL gives you if you do business with residents of Alabama. Even if you are not located in Alabama, if you are located close to the border, you should likely get a DA name.

Notes:

Finance Screen

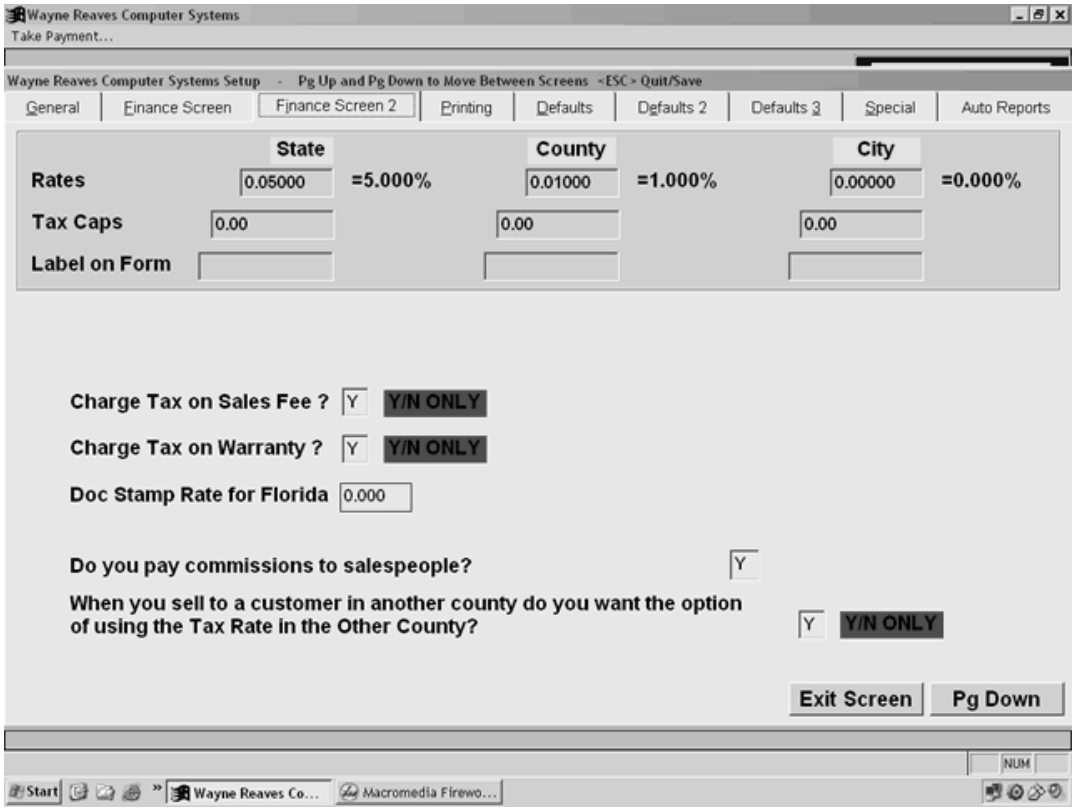
The finance screen has several questions that must be answered.



You can customize all of these options according to the items that you include on your deals. For example, if you sell warranties, you need to change the box to a **Y.** Even if you do not sell warranties to all of your customers, you can always elect not to sell a customer a warranty on an individual basis.

- **Doc Fee** must be the same for all customers. You cannot charge a doc fee for finance sales and exempt cash sales.
- **The Name for the Doc Fee** changes by the state. You should look up your local state laws to determine which name you should use.
- **The Title Fee** is the default title fee that is charged by the state to apply for a title. There are specific laws on the amounts that you can charge.
- **The Maximum Interest Rates** also vary by state. If you are located in a state that sets maximum rates, you need to enter these rates now. By doing so, the program will keep you from over-charging interest on a deal. Please note that in most laws, the interest is express as an add-on rate as opposed to an APR. If you are not sure of the difference, discuss this with a tech at Wayne Reaves.

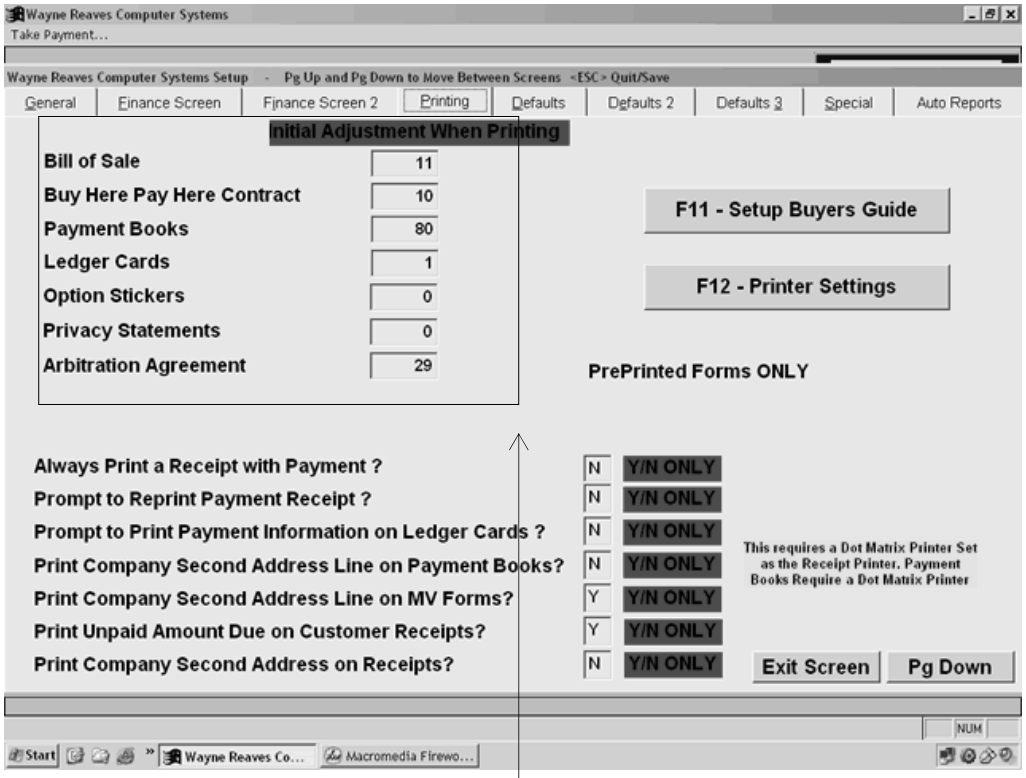
Finance Screen 2



This screen is very important to the setup of the program. It would be a good idea to wait on the trainer to help you with this screen. The sales tax that is calculated can vary greatly based on the answers you give on this screen.
In addition, the program will allow you to place pickup payments beyond the second regularly scheduled payment even though most people agree that it is illegal.

Notes:

Printing


Wayne Reaves Computer Systems
Take Payment...
Wayne Reaves Computer Systems Setup - Pg Up and Pg Down to Move Between Screens <ESC> Quit/Save
General
Finance Screen
Finance Screen 2
Printing
Defaults
Defaults 2
Defaults 3
Special
Auto Reports
Initial Adjustment When Printing
Bill of Sale 11
Buy Here Pay Here Contract 10
Payment Books 80
Ledger Cards 1
Option Stickers 0
Privacy Statements 0
Arbitration Agreement 29
F11 - Setup Buyers Guide
F12 - Printer Settings
PrePrinted Forms ONLY
Always Print a Receipt with Payment ? N Y/N ONLY
Prompt to Reprint Payment Receipt ? N Y/N ONLY
Prompt to Print Payment Information on Ledger Cards ? N Y/N ONLY
Print Company Second Address Line on Payment Books? N Y/N ONLY
Print Company Second Address Line on MV Forms? Y Y/N ONLY
Print Unpaid Amount Due on Customer Receipts? Y Y/N ONLY
Print Company Second Address on Receipts? N Y/N ONLY
This requires a Dot Matrix Printer Set as the Receipt Printer. Payment Books Require a Dot Matrix Printer
Exit Screen
Pg Down
NUM
Start
Wayne Reaves Co...
Macromedia Firewo...

Other items on this screen:

- Always Print Receipt – It is always a good idea for the customer to get a receipt. If you want to make your employees give one to the customer, you can put a 'Y' in the box.
- Prompt to reprint payment receipt – The computer will ask if the receipt printed correctly and offer to print another one.
- Print Payment Information on Ledger Card – If you use paper ledger cards, the computer can print the line item on the card each time the customer makes a payment. (On Okidata / Dot Matrix Printers Only)
- Print Second address line on payment book – This item is used for PO boxes.
- Print Second address line on MV forms – Same as above, just the MV form.
- Print unpaid amount due on customer receipts – This prints any past due amounts at the bottom of the receipt.

Defaults 1, 2, and 3

The rest of the setup is self-explanatory; however, that does not mean that it should be ignored. You should take time to look at all of the remaining screens. There are some important questions that should be answered. If you have any questions about them, you should call technical support.

Other Things to Know

Setting up a Network

Setting up the server

Depending on the number of workstations, you may or may not decide to setup a dedicated server. It is not necessary. However, if you may more than a few workstations, it would be advised. Depending on the situation, there are a couple of different ways to setup the workstation.

- If you are performing a brand new installation, simply insert the program cd into the computer and select the programs you wish to install.

- If you are currently using the program on a computer and installing a workstation, take the install cd to the workstation and choose **Setup Workstation**. If you do not have an install cd, call tech support to order one. (You may also use one of our update CDs.) For Details, see below.

- If you are currently using the program on a computer and installing a different computer to be the server, you need to:

    - Install all programs to the server.

    - You need to copy the data files from the workstation to the server.

    - You need to run an update on the server.

    - You need to zip up the old directories on the workstation and rename them or relocate them. For the network to work correctly, they cannot stay in their folder names. (Be careful about just deleting them. You may lose something in the process.)

Setting up the Workstation

Server or Standalone PCs do not require this!
Follow the steps below:

- Insert CD. At initial screen, press **F10** for **Installation Menu**.
- Choose **Set Up Workstation to Run Programs.** You must know the name of the Server, and the intended Network drive letter to be mapped.
- Answer **yes** to question about Clock update. Click OK to finish setup.
- Close any open screens or programs. Restart the PC.
- Open **Wayne Reaves Master Menu** and right-click on the <A> button.
    - Do NOT adjust Drive letter.
    - Set Directory to FOXSTUFF
    - Set Program Name to "VCARS.EXE X:\VCARS" (Where 'X' is the network drive)
    - Verify that there is not a VCARS folder on the local hard drive.
    - Save Changes & then run Program. (Click on the 'A' button)

Working with Program Extensions

Program extensions are a way to protect you and us. It is a copy-protection device that keeps someone from stealing the program from us and from stealing the program from you. If an employee steals your program and data, they will not be able to use it because the program will turn itself off.

How do I keep from being bothered by the pop-up screen?

If you have access to the internet, the program extensions can be automatic. You will never have to worry about them. Your computer automatically goes to our web site, verifies your identity and extends the program in usually less than one minute's time. To setup you computer to use this method, we go to:

- Utilities Menu
- Choose Setup Company Information
- Choose Car Company Setup on the sub menu
- Click on the **Special Tab** and answer to the question "**Automatically dial in to extend program**."
- Click on the **Printing Tab**.
- Click on **Setup Printers**.
- Answer to the question "Does this computer have access to the internet"
- Exit Screen and **Save Changes**.

Setting up with a Credit Bureau

The program can dial directly into the computers at Trans Union and TRW. However, the best way to get setup to pull reports is to get an account with **CREDCO**. **CREDCO** works over the internet, and it can pull from any or all of the companies mentioned above. Since different lenders want different reports at times, **CREDCO** will give you the most flexibility. There is a **CREDCO** signup sheet in the starter pack you received from Wayne Reaves. If you cannot find it, go to www.waynereaves.com or call tech support, and we will be happy to fax you a copy of the application.

Pulling the report

Pulling the report is fast and easy using the Wayne Reaves Program with **CREDCO**.

- You simply go the car sales menu and choose sell a car (or lease a car).
- Fill in the necessary information on the first screen.
- Print the credit application on plain paper and get the customer to sign the bottom. (This gives permission to pull a report.)
- Click on the **credit bureau button** and choose **CREDCO**.
- If you have high-speed internet service the report will be back in about 10 seconds. It will take about 45 seconds with dial-up.

TECH SUPPORT: 888-477-9707